

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
July 17, 2002

Agenda

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)
- Electronic Proposal Processing Requirement (Griffin)
- Performance Measures Review (Griffin)
- Proposed Changes to SC Business Model (Forsythe)

Action Items

Previous Action Times	Status
Send CIAG members results of AD/OD interviews. (Ted Griffin)	Complete
Provide ranking sheets to Ted Griffin by COB Wednesday, July 17. (Voluntary) (CIAG)	Complete
Distribute list of Travel Manager issues to CIAG. (Shahida Afzal/ TedGriffin)	Complete
Provide original list of performance measure to CIAG members. (Ted Griffin)	Complete

New Actions from the July 17 Meeting	Assigned To
Bring the business model change forward to Robert Vallario and Bill Valdez for final approval.	(Peggy Burris

Support Center Items (B. Baker)

The Exchange User list was reviewed with no actions.

Electronic Proposal Processing Requirement (T. Griffin)

Organizational Administrators (OAs) are looking at this issue and Ted Griffin will coordinate with them.

Performance Measures Review (T. Griffin)

SC-65 performance measures that are tracked monthly and annually need to be reviewed and revised if necessary. The original list of performance measures developed by the CIAG was revisited to determine if changes or additions should be made to the current tracked measures. Discussion included the following.

- When building a new system, is it possible to look at the underlying business process and change it to be more efficient and uniform and track this as a performance measure?

Although this is a good idea, it is not appropriate as a performance measure for this group. The idea will be taken forward to Drs. Decker and Johnson, as they asked for SC-65 recommendations for business process reengineering.
- There should be a suite of resources and services available that are economical and serve a large body for the common good. Individual organizations should review and modify their historical processes to take advantages of these services.
- Remote access is a problem area, but the performance measure is glossed over.

The remote access project will be initiated in the near future to improve remote access and make it as platform-independent as possible.

- Categorizing helpdesk calls that take the longest to respond to would help target problem areas.

This is already being done. Applix tickets are reviewed weekly and changes and improvements made.

- It takes about 3 days to restore a hard drive in the event of catastrophic failure. SCSC can provide users who store files locally with instructions on how to manage local backup using Tivoli.

Hardware maintenance will be added as a pilot performance measure.

- A “rolling” performance measure on problems associated with new projects deployed would be useful.

This is already being tracked and will be included as a CIAG agenda item rather than a performance measure.

Proposed Changes to SC Business Model (Forsythe)

The proposed addition to the business model as a result of the interviews was reviewed and accepted by CIAG members. Peggy Burris will take the change forward to Robert Vallario and Bill Valdez for final approval. The additional function defines performance measures in more detail and was developed using Office of Management and Budget (OMB) and Government Performance and Results Act (GIPRA) guidelines.

Travel Manager 8

The DOE corporate system Travel Manager 8 is expected to be rolled out to the entire Department by mid-October. The system is difficult to use and has limited functionality, but is currently the best package available for Government Agencies. A meeting was held with users to discuss the difficulties and users should contact Donald Clark with questions.

Proposed 7/24/2002 Meeting Agenda

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Burris	Peggy	SC-5	202-586-7265
Farrand	Sue	SC-65	3-1884
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Heneghan	John	SC-65	3-1888
Miller	Caryle	SC-82	3-8434
Murphy	Carolyn	SC-1	6-9776
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475